

The Tempe Way



MISSION:

To make Tempe the best place to live, work and play.

VALUES:

People... Integrity... Respect... Openness... Creativity... Quality...

LICENSE AND COLLECTIONS SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize, supervise and participate in a variety of technical duties related to the City sales tax and specialty business licensing and revenue collection functions; to interpret applicable laws, ordinances, codes and policies; and to provide technical staff assistance to the Tax and License Administrator.

Supervision Received and Exercised:

Receives direction from the Tax and License Administrator.

Exercises direct supervision over clerical and technical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the license and revenue collection section; implement policies and procedures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Plan, prioritize, assign, supervise and review the work of staff involved in enforcing and processing municipal code license, permit requirements and revenue collection activities.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

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License and Collections Supervisor (continued)

- Participate in the monitoring, coordinating and administration of the section's budget; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor and control expenditures.
- Coordinate section activities with those of other sections, divisions and departments; provide information and confer with City Council members and outside agencies and organizations.
- Monitor records of tax payments and receivables to determine delinquencies and discrepancies; contact taxpayers and citizens who are delinquent to determine liability for amount owed; collect delinquent payments or make acceptable agreements for payments.
- Contact local businesses to determine if privilege licenses have been obtained or to resolve special collection problems; identify new businesses subject to taxation as sources of revenue.
- Recommend, review and approve a variety of permits, liens and audit estimates.
- Work with attorneys, police department and other appropriate agencies relevant to collection problems.
- Perform skip traces using specialized collection techniques.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Perform related duties as assigned

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible sales tax license, audit and or revenue collection experience, including some supervisory experience, preferably in a public agency.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, business administration or a related field.

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License and Collections Supervisor (continued)

Licenses/Certifications:

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.

Job Code: 2090

Salary Range: 42

Compensation Plan: P40 / Regular

FLSA: Exempt